



HELLESDON MEDICAL NEWSLETTER

Dr R Stone &
Partners

Volume 2
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WEBSITE TO BE REDESIGNED

If you are a user of the internet then keep an eye out for our new look website which should go live in March. We have tried to give it a new fresh and uncluttered look and to make it simpler to find what you are looking for.

The website provides information on our services and our staff. It also provides links to reliable information and advice on health matters.

www.hellesdonmedicalpractice.co.uk

Repeat Prescription Ordering

If you order your repeat prescriptions via our e mail address there are some changes taking place to improve the service. If you go to our website you will find under the "How Do I" tab a section on repeat ordering with a link to a new proforma for ordering your medicines. When you have completed the form you now simply press the submit section and you will receive an acknowledgement. I would like to encourage all of you to use this method as I wish to phase out the e mail address currently in use.

SPORTS RELIEF MILE!



On Friday 23rd March several of our Doctors Nurses and reception team ran a mile for Sport Relief. The chosen route was from the Surgery up towards the Roundabout at Middletons lane and back to the surgery.

The event started at 1pm so as not to disrupt the surgeries normal business and clinics .

Most of our staff like to keep fit and participate in various sports but not many see themselves as runners so there was some trepidation at the idea of running in a mile in the public view.

However once the run got underway that was forgotten and all involved enjoyed the run and there is now talk of entering a surgery team into the Race for Life which raises money for cancer research.

Everyone completed the mile although some faster than others. The surprise runner was Dr Williams our current GP Registrar who put in the fastest time of the day despite running in his suit and ordinary shoes. We have raised over £450 as we go to press and so we wish to thank all of you who sponsored us as individuals and also a big thankyou to Drayton Stores and to Peter at **P & S News** our main sponsor.

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Special points of interest:

- New Nurses Introduced
- New Doctor
- A report of the work of the Patient Participation Group is now available on our website

Is It Something Urgent?

“So it may be convenient but it may not be what you need.”

IS IT SOMETHING URGENT ?

From time to time I help out our hard pressed reception team first thing in the morning when the telephones are ringing off their hooks.

At least I like to think I'm helping because I'm nowhere near as efficient and quick as them with dealing with each call and moving quickly on to the next.

I tend to get involved in more in depth conversations and this morning for example the first call I took was a lady who wanted to see a doctor that morning. I asked her if it was urgent and needed to be seen today and she said it was;

so I offered her a Nurse Practitioner appointment. She responded that she wasn't sure if a Nurse Practitioner would be able to help so I needed to ask what the problem was. It turned out that she had been seen over the last 6 months by a hospital clinic for a particular problem and that the clinic had informed her that she needed to see her GP following an appointment with them a few days earlier. As she didn't know why she needed to see her GP she was naturally concerned and therefore thought an urgent appointment appropriate. The only problem was that we hadn't as yet received anything from the hospital clinic; it was too soon and if she had been given that on the day appointment she would only have had a 5 minute appointment at which the doctor would have been able to tell her nothing. This would have led to frustra-

tion all round and a wasted appointment that could have been used to see some one who for example had been taken ill overnight and was in pain and unsure what to do.

Whenever I ask that question “Is it something urgent” I can almost feel the exasperation in the callers voice because they are thinking well of course its urgent or otherwise I wouldn't be asking you to be seen today. Its all about what we perceive as urgent.

I have no problem with the person who is genuinely worried and anxious about something that has just happened and wants to be seen if only, it turns out, for reassurance. Many times though the answer to the question is “well ive had this problem for several weeks now “ often the unspoken finish to that sentence is “and its my day off and I thought id get it looked at. Because I've nothing on this morning.”

In a perfect world we could operate a drop in service that catered to the need for convenience in our ever more busy lives but we only have so many doctors and nurses. We don't have the resources of say a supermarket and we are not geared up to be a 24 hour service so there has to be an element of “managing the demand” .

The second call I took this morning went as follows: - “Can I see the doctor today please?” *Is it something urgent?* “My arms been hurting for weeks now and I want it looked at” I can offer you to see the nurse practitioner this morning “could she see me this afternoon? *Well we don't release the afternoon appointments until later because they are meant to be for urgent needs.* “As far as I'm concerned it is urgent but I don't finish work till lunchtime and they wouldn't want me taking time off”

That of course is a conversation that

could go round and round in circles so all I can say is just consider when asked the question “is it something urgent?” if you are really saying no but it is convenient for me and then think about the other patient who really shouldn't be kept waiting Perhaps the cough they've had for a while has become painful overnight they are running a temperature and breathing is becoming difficult and a bit scary they may well need antibiotics as soon as possible to start fighting the chest infection that has developed.

Also be aware that urgent appointments with a doctor are only allocated 5 minutes. This is to give the doctor enough time only to decide on how to deal with the need for urgency rather than investigate underlying causes.

So it may be convenient but it may not be what you need.

Simon Farrow
Practice Manager

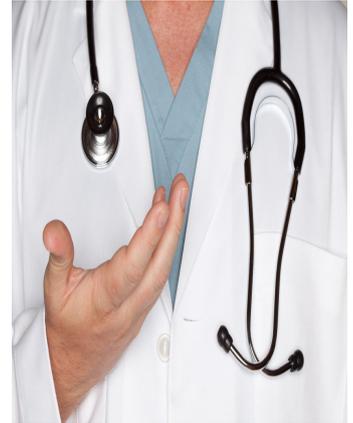
In January alone 146 patients did not attend their appointment and did not tell us they wouldn't be attending. That is 24 hours of appointments that could have been used to see some one else sooner



What Has Changed

In mid March our Senior Nurse Janet Waters retires from general practice after 26 years of faithful service to this practice and to our patients. Janet will be sorely missed by all of us and we want to wish her well and thank her for all her hard work. We will be marking her retirement in the practice with gifts but Janet doesn't want a big fuss made and we respect her wishes as well.

The other big change is that Sue Southgate who many of you will know as one of our practice nurses is now a qualified Nurse Practitioner and will be filling that role from March. The role of Senior Nurse now passes to Petra Dixon our other Nurse Practitioner so congratulations to both of them.



Dr Lawrence Williams

I come originally from Colchester and I graduated in 2008 from Peninsula Medical School in Devon. I went on to do my first two years as a junior doctor in rural Wales where I won a NHS prize for learning the Welsh language. After this I worked for almost a year in the hospital in Stornoway on the Isle of Lewis. This

me some very interesting general medical experience. I then had a few months off work to go to France and to start learning to play the harp. I came to Norwich for the first time in February 2012 in order to start work here. I will be working at the Hellesdon Medical Practice for six months.

“If you would be interested in helping us to train the doctors of the future and could spare an hour of your time one Tuesday then please contact us to discuss this further and find out more without commitment.”

Rachel Finney

I qualified as a nurse in 2005 after completing my training at the Norfolk and Norwich University Hospital. I worked in an acute medical ward for 3 years before seeing the light and moving into General Practice. I love working as a practice nurse and am very excited about starting at Hellesdon Medical Practice. My particular areas of interest are travel and diabetes. I am currently undertaking a de-

gree in Nursing Practice through the University of East Anglia which I am thoroughly enjoying.

Away from work I have two children who keep me very busy. I am also a member of Norwich Rowing Club so you will find me on the river most weekends, rain or shine.

Judith Cordery

I qualified as a nurse in Cambridgeshire in 1995 as what was referred to as a mature student! I began my career on an acute medical ward. I moved into the community and in 2001 completed my district nurse training, working as a district nurse in St Ives for 10 years before relocating to Norfolk. I have now taken the leap into practice nursing with the Hellesdon practice. Everyone has been very welcoming and I am looking forward to the new challenge ahead.

Out of work I enjoy gardening and dog walking. Two of my dogs are rescue greyhounds and much of my spare time is spent walking and socialising the kennel dogs while they are waiting for their forever home.



343 Reepham Road
Hellesdon
Norwich

Phone: 01603 486602

Fax: 01603 401389

E-mail:

repeats@hellesdonmedicalpractice.nhs.net

Please only use the e mail to order repeat medication as we can not accept any other messages

OPENING HOURS

8.30am to 6pm Monday to Friday

6.30pm to 8.30pm Tuesdays

8.30am to 11.30am Saturdays

Please check with reception for evenings and Saturdays as booked appointments only allowed.

We're on the web:
www.hellesdonmedicalpractice.co.uk



PRACTICE INFORMATION

Doctors

Dr R Stone

Dr K Mathews

Dr IP Tolley

Dr GN Duncan

Dr N R Prabhakar

Nursing Team

Petra Dixon

Janet Waters

Judith Roper

Sue Southgate

Cheryl Turmaine

Practice Manager

Mr Simon Farrow

Deputy Manager

Mrs Debbie Moore

NHS SERVICES

Child Hood Immunisation

General Medical Services

Near Patient Testing

Phlebotomy

Diabetic Clinics

COPD & Asthma clinics

ECGs

Hearing Tests Screening

Anti Coagulation Clinic

24 hour Blood Pressure

Wound Dressing

Suture removal

Travel Advice

Cervical Cancer Screening

Atrial Fibrillation Screening

Cardio Vascular Disease Screening

Learning Disabilities Clinics

Ear Irrigation

Contraception Service

Minor Surgery

Counselling

Post Natal & Ante Natal Services

Non NHS

Osteopath

Acupuncture

Foot Health Specialist

Citizens Advice Bureau Clinic